

# ENHANCING QUALITY IMPROVEMENT THROUGH TEAM SUPPORT AND KNOWLEDGE TRANSLATION

Adrienne Pang, RN, BScN, MHM; Akhil Plathanathu, BHS; Simrat Jassal, RN, BScN, MN; Ancilla Barco, RN, BScN, MN; Pema Yangchen, BHS; Elaine Ng, RN, BScN; Amanpreet Ghuman, RN, BScN, MScN; Jennifer Yoon, RN, BScN, MSc (QI/PS), PhD Student

## DESCRIPTION

Humber River Health (HRH) is dedicated to being a high reliability hospital, where safety and quality are built into every aspect of care. Guided by continuous quality improvement, clinical and non-clinical teams at HRH use best practices, and shared learning to drive innovation, reduce risk, and ensure safe and reliable care. HRH embodies the importance of knowledge sharing both internally and externally, on the quality improvement work done at HRH. The knowledge dissemination is completed through various ways like submitting and presenting of quality improvement posters at Annual Scholarly Conference at HRH, national and international conferences. HRH's Quality and Patient Safety (QPS) team utilizes several strategies to support teams in developing, submitting, and presenting posters to facilitate knowledge translation for others.

## OBJECTIVE

To implement and evaluate multiple strategies that promote knowledge dissemination and support the adoption of quality improvement initiatives within and beyond the organization.

## ACTIONS TAKEN

The QPS team uses the following supportive strategies:

- Hosting daily drop-in sessions to provide flexible support, with QPS team readily available to assist staff in the poster submission process.
- Providing templates for staff and leaders to create abstract drafts.
- Assist teams with writing and editing abstracts.
- Support teams with data analysis and trend visualization by creating graphs.
- Design and create posters.
- Organize an annual "Scholarly Practice Day," providing a platform for teams to share quality improvement initiatives organization wide.



Figure 1. HRH clinical teams showcasing their quality improvement projects at the "2025 Scholarly Practice Day".

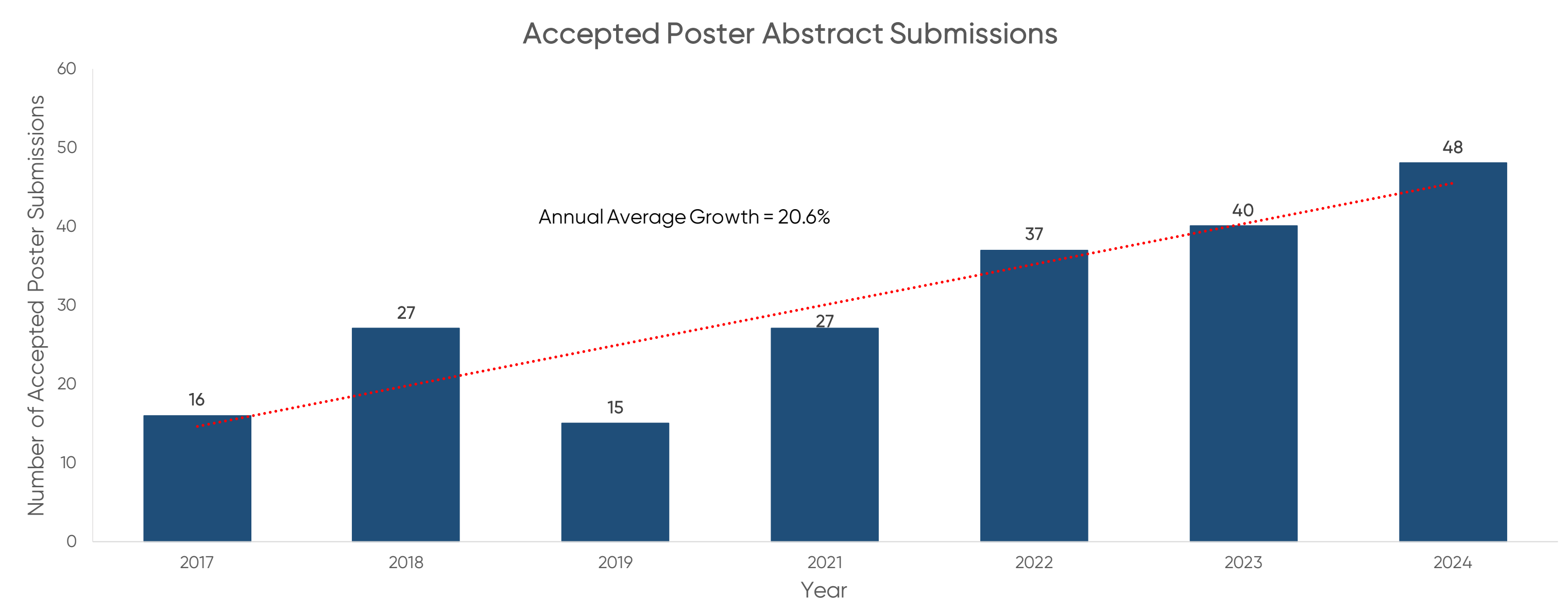


Figure 2. Accepted poster submissions for an international conference from HRH teams increased by an average of 20.6% annually from 2017–2024.

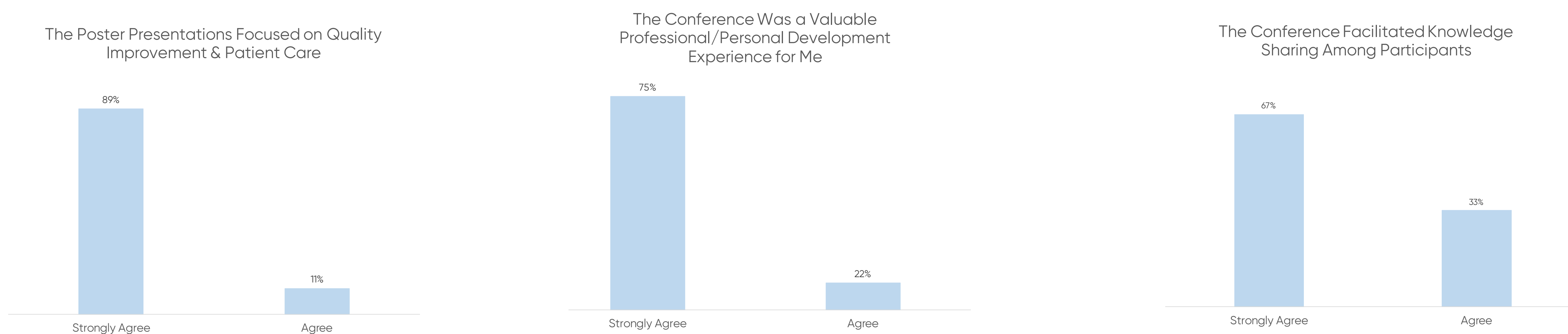


Figure 3. Feedback survey results (using a Likert scale) from the "2025 Scholarly Practice Day" received overwhelmingly positive results from attendees, which consisted of staff and patient family advisors of HRH.

## SUMMARY OF RESULTS

Since 2017, enhanced access to the support from QPS team to the clinical and non-clinical teams across the organization has driven an average annual growth of 20.6% in accepted poster submissions for an international conference from HRH teams. The feedback from the "2025 Scholarly Practice Day" attendees showed overwhelmingly positive results. Teams highlighted the value of the QPS team's guidance and collaboration in supporting the quality improvement initiatives and knowledge dissemination. Moving forward, the QPS team will continue advancing strategies that showcase HRH's quality improvement initiatives.

## LESSONS LEARNED

Providing strategic, QI-informed support enables teams to complete their quality improvement initiatives and seamlessly showcase them through poster presentations.

